

SpP SCR Specific Customer Requirements



Functional Design

[SCR Functional Design document](#)

Specific Customer Requirement (SCR) link to [Training material](#)

The workflow is the following one: Submit --> Filter --> Pre-approvers (can be 1-2 persons) ---> Approve by Product Manager --> Implement.
The Filter can edit the fields and thus impact the approving process. Example: if "SCR Category" is changed, approvers can change (please refer to the routing matrix).

Link:



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User Story CCCME-8580: Category updates and doc validation (link to US, below - please do not remove this note mention should the reference link become non-functional at some point!)

General

Enhanced the existing **SCR_Category__c** and **SCR_Sub_Category__c** picklist fields, for the **Special_Customer_Requirement__c** and **SCR_Routing_Matrix__c** objects, to include new values and also the dependency rules have been added between the same values:

Field	Values
SCR_Category__c	Customer Specification Agreement
SCR_Sub_Category__c	Product Specifications Production Technology Manufacturing Location Product Formulation Regulatory Certification Production Record or QC Lot Retain Retention

SCR Information

*SCR Category

Customer Specification Agreement

View all dependencies

*SCR Sub Category

Available

Product Formulati...
Production Recor...
Production Techn...
Product Specificat...
Regulatory Certifi...

Chosen

View all dependencies

Owner

Simona Roman-Croitoru

Stage

To be submitted

For the newly created values mentioned above have been assigned to the following record types:

Object	Record type
Special_Customer_Requirement__c	Single_SCR
SCR_Routing_Matrix__c	SCR_Approval
	Service_Level

Special_Customer_Requirement__c related implementation:

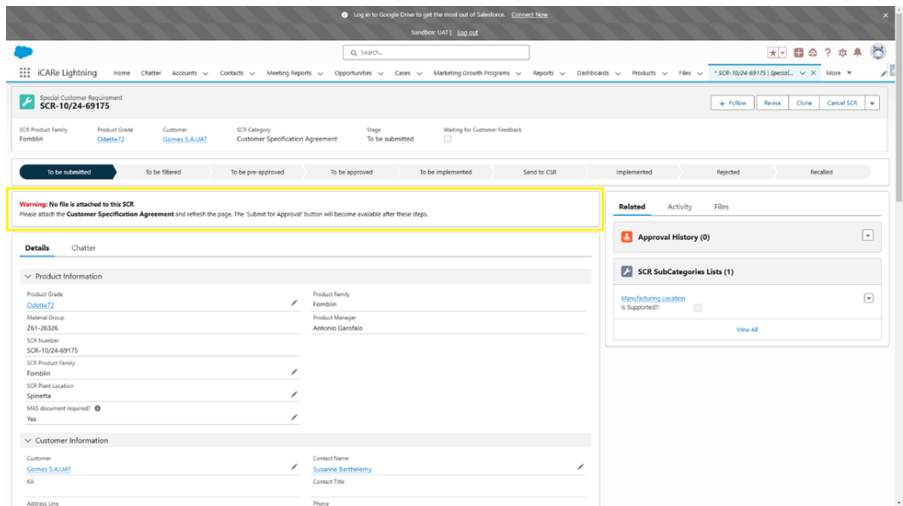
Submit for approval mentions:

To include the new **Customer Specification Agreement** picklist value for the **SCR_Category__c** field the **Special Customer Requirement: Redesign - Global** approval process has been adapted so that this value is added alongside the **SCR_Category__c = "Specification"** condition:

- **SCR Category:** Equals either "Specification" or "Quality System Requirement" or "Customer Specification Agreement"
- **Stage:** Equals either "To be submitted," "Recalled," or "Rejected"
- **Approval Flow Type:** Equals "New"

The Submit for Approval button should be hidden on the record when:

- **SCR_Category__c** = "Quality Assurance Agreement" and does not have a file attached
- **Status** = "To be approved" or **Status** = "Rejected" or **Status** = "Recalled"



In order to identify if a **Special_Customer_Requirement__c** record has a file attached a new Utility custom field, "MAS document attached? (MAS_attach__c)" has been created so that it would be easier to identify when the Submit for Approval button will be hidden or not.

SCR_Routing_Matrix__c related implementations:

There have been inserted records for **SCR_Routing_Matrix__c** object similar with the ones specific to "Specification" category. For more details to find out what records have been inserted please follow this link: https://docs.google.com/spreadsheets/d/1ba3c10E5mUGJZqaF-aejqum5-jc67B2rDgEi2YHO_p4/edit?gid=1228806339#gid=1228806339

Why the new implementation: enhance the SCR module with dependent picklists for categories and a submission process reminder, so that the SCR module is more user-friendly, efficient, and ensures compliance with internal processes.

Goal: the functionality encompasses an automation feature which aims to send a reminder message which should prompt users to attach the Quality Agreement before submitting a SCR for the new SCR Category value

Feature Overview: feature introduces an automated process for a

With the new process implemented, when a new request for documentation type of Lead is being created in the system, the lead will be assigned to one of the newly created queues below based on **region** and **market** change in value. Once submitted, the lead request for documentation will be created in the system, and the Lead owner will automatically become a CSR queue to which certain users in different public groups will have access.

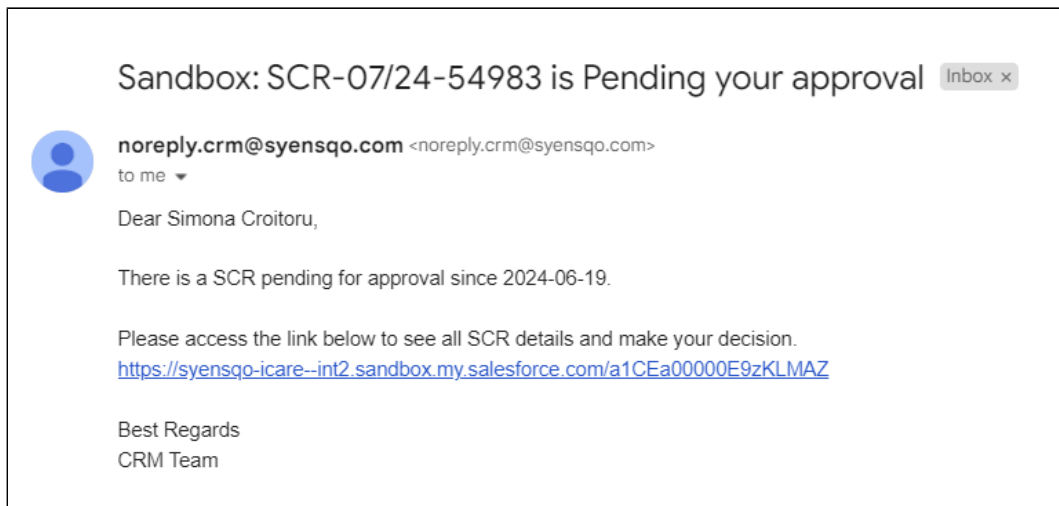
Reference link to implementation requirement: <https://solvayagile.atlassian.net/browse/CCCME-8580>

2024 implementations:

- **Excerpt:** An email notification will be sent every 7 or 14 days from the date a SCR (Special Customer Requirement) has been submitted once "Submit for Approval" button has been clicked (as seen in the below image).

The screenshot displays the iCARE Lightning interface for a Special Customer Requirement (SCR) record. The record ID is SCR-07/24-54472. The interface includes a navigation bar with various tabs like Home, Chatter, Accounts, Contacts, Meeting Reports, Opportunities, Cases, and Marketing Growth Programs. The main content area shows the SCR details, including the Product Grade (Test Simona Product), Customer (TEST SAP Account), and SCR Category (Specification). The Stage is set to "To be submitted". A red box highlights the "Submit for Approval" button. Below the details, there are tabs for "Details" and "Chatter". The "Details" tab is active, showing a "Product Information" section with fields for Product Grade, Material Group, Product Family, and Product Manager. The "Chatter" tab is also visible. On the right side, there is a "Customer Specification Exceptions" table with columns for Property, Unit, Test Method, Min, Max, Frequency, and Publish Status. The table is currently empty.

With the new process implemented, when an user creates a new SCR (Special Customer Requirement) record, under certain conditions, an email notification similar to the one in the below image, will arrive to his email after 7 or 14 days, as per steps showcased hereunder:



1. User needs to fill in all mandatory fields (red asterix), as usual, and save the newly created SCR

As a result of the above, the following notification error might show on the screen "The selected SCR Product Family is not equal to the Product Family of the selected Product."; to **'fix' and continue the SCR creation process**, the user needs to make sure to choose the same "SCR Product Family" on the SCR record as the "Product Family" they have on the product they have added on the SCR record they are working on creating and click the "Save" button again

2. User needs to click the "Submit for approval" button

As a result of the above, the following error might show up "This approval request requires the next approver to be determined by the Filter/Gatekeeper field. This value is empty. Please contact your administrator for more information."; to **'fix'** the error, the "Filter/Gatekeeper" field value needs to be the current user who created the SCR, therefore, the user who created the SCR will need to edit the newly created SCR, fill in the "Filter/Gatekeeper" field with their own user name and click "Save" again to update the new details

3. User needs to click the "Submit for approval" button again; once submitted, the button should no longer be available (disappears from its designated spot on the record)

4. After the above operation, the SCR would move into the next stage: "To be filtered"

5. If the "GBU Segment" field value is "Strategic KA" the approver will receive an email notification after 7 days, but if it is any other different value, the notification will arrive after 14 days.

Reference link to implementation requirement:



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